



# UWL Student Health Center Annual Report 2019- 2020

**Annual Report**

**2019-2020**

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# UWL STUDENT HEALTH CENTER ANNUAL REPORT 2019-2020

## Annual Report

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## Mission, Vision, and Values

### Mission

The Student Health Center (SHC) is dedicated to providing cost-effective, evidence-based, student-centered healthcare that promotes wellness and academic success in an atmosphere of kindness, inclusivity and respect.

### Vision: Our Aim for Excellence

The SHC will be the health care provider of choice for UW-La Crosse & Western Technical College students. We will remain a vital contributor to their educational missions. Our service-delivery strategies will be responsive to the changing needs of our students and the evolving science of healthcare.

### Values: Our Shared Beliefs

- **A Caring, Inclusive Culture:** We strive to maintain a climate of sensitivity and compassion that values and respects all individuals.
- **Active Communication:** We are dedicated to dialogue that is open, respectful, nonjudgmental, and direct.
- **Accountability:** We are committed to personal responsibility, professional and organizational integrity, and sensible use of resources.
- **Education:** We value life-long learning to enhance personal and professional growth, wellness and healthcare engagement for patients and staff.
- **Safety and Security:** We are committed to maintaining a safe environment for all and a culture that respects and protects patient privacy.
- **Collaboration:** We value partnerships with institutional and community members who share our passion for college health.
- **Quality Improvement and Enhancement:** We utilize evidence-based, data-driven methods to meet the evolving needs of our patients and staff.



**Abigail Deyo, MD**

**Interim Administrative Director**

### 2019-20 Goals Recap

1. By May 15, 2020, the Student Health Center, in collaboration with the Counseling & Testing Center and the Student Life Office, will develop a screening, education, intervention, and referral process for alcohol and other drug abuse--- accomplished
2. By May 15, 2020, the Student Health Center, in collaboration with the La Crosse County STI Working Group and the Student Life Office, will increase education and access to barrier methods for STI prevention as evidence by an increased number of students reporting regular condom usage – partially accomplished due to students leaving campus in much as a result of COVID Pandemic.
3. By February 1, 2020, the Student Health Center, in collaboration with Admissions, International Education & Engagement, and the Student Life Office will demonstrate a 15% increase (from 66% to 81%) in the return rate of Health-related admissions forms from all incoming UWL students. We were not able to achieve this return rate, but we were able to trouble shoot and improve our new electronic process.

### Points of Pride / Accomplishments 2019-20

- The SHC participated in a major university initiative to decrease drug and alcohol use in UW-L Students. We collaborated with Wellness & Health Promotion as well as counseling and testing to standardize a referral process to BASICs, CASICs, Counseling & Testing or community resources as appropriate. All clinicians and nurses were trained on motivation interviewing and Screening, Brief Intervention, Referral to Treatment (SBIRT). We were able to introduce the AUDIT screening tool for all physical exams, initial mental health visit, and injury assault visits. Patient education materials were also standardized and used more uniformly.
- Condom dispensers were introduced on campus as part of a pilot project with the La Crosse County STI Working Group, Wellness & Health Promotion, Rec sports, University Centers, and Residence Life.
- STI screen for high risk patients was improved using an educational campaign and change in the screening work flows. This included education about PREP to appropriate student populations.

- In a collaboration with Alex Larsen, RN, MPH we were able to study the immunization rates of our incoming students in 2019-20 as compared to fall 2018. Her study also reviewed the TB screening rates of our incoming first year students.

Fall 2019 Immunization rates (for those who completed paperwork):

- Hepatitis B 96%
- HPV 65%
- Meningitis ACWY 78%
- Meningitis B 17%
- MMR 98%
- Tdap 97%
- Varicella (chicken pox) 94%

While our vaccination rates are some of the best in Wisconsin, the study continues to identify areas for process improvement in our new electronic process.

- One of our primary goals is to ensure we are providing comprehensive, culturally sensitive care to students of all backgrounds and cultures. Our internal diversity and inclusion committee administered a patient satisfaction survey that also anonymously queries for demographics. The data gathered are informing our staff development training on Diversity and Inclusion
- Admissions health paperwork for the SHC was converted to an electronic process. This allowed ease of use for our students. Also, SHC staff was able to review 100% of the TB screening paperwork that was returned throughout the year.
- The Student Health Center has remained open and offering full services to our students throughout the COVID-19 pandemic. We instituted multiple precautions and cleaning protocol for in-person visits. In addition, we developed a protocol for Telehealth appointments via phone or secure online platform allowing us to both decrease pandemic risk and serve students who are no longer residing in the local La Crosse area.
- The Student Health Center has collaborated with the La Crosse County Health Department to provide campus wide health consultation during the COVID-19 Pandemic.

## Staff Publications

Henke R, Kettner S, Dreifuers S, Greife A, Durall C. Does Early Low-Intensity Aerobic Exercise Hasten Recovery in Adolescents with Sport-Related Concussion? *J Sport Rehabil*. 2020; 29(2):248-252.

Lipker L, Persinger C, Michalko B, Durall C. Blood Flow Restriction Therapy Versus Standard Care for Reducing Quadriceps Atrophy After Anterior Cruciate Ligament Reconstruction. *J Sport Rehabil*. 2019;28(8):897-901.

Accepted for Publication:

Kernozek T, Schiller M, Smith A, Rutherford D, Durall C, Almonroeder T. Real-Time Visual Feedback Training Reduces Patellofemoral Joint Forces During Squatting in Individuals with Patellofemoral Pain. *Clin Biom*.

## Student Testimonials

“Beyond great experience! I always feel more than welcome and safe at the health center.”

“Peppermint candy is always nice! My visit was wonderful, and I am glad to know such care is provided to students.”

“I had a great experience at the health center, especially with my physician. She did a great job at explaining everything to me and making sure I felt safe and secure during my appointment.”

“I just wanted to say thank you to the staff for squeezing me in and treating me with respect, great experience.”

## Challenges during 2019-20

- The SHC continued under Interim leadership for all of 2019-2020 with Interim Administrative Director Dr. Abigail Deyo
- The COVID-19 Pandemic significantly altered our care delivery models as the University moved to 100% online instruction in March. The SHC has remained open for in person visits throughout this pandemic with multiple work flow and safety precautions being swiftly implemented. A large percentage of visits was converted to a telehealth platform via Telephone or secure online video chat.

- The SHC saw fewer appointments in spring and summer due to the COVID Pandemic, but navigated an increased number of phone calls and care coordination requests as students moved off campus.

### **Initiatives/Goals for 2020-21**

- The Student Health Center will continue to collaborate with La Crosse County Health Department and follow CDC guidelines to actively prevent COVID-19 in UW-L and Western students, as well as provide accurate diagnosis and clinical support.
- The Student Health Center will establish formal confidential telehealth protocols which will include incorporation of our screening questionnaires and patient education materials.
- The Student Health Center will collaborate with Diversity & Inclusion to make our physical (and virtual) space more welcoming and inclusive by updating our written materials and signage as well as ongoing staff training

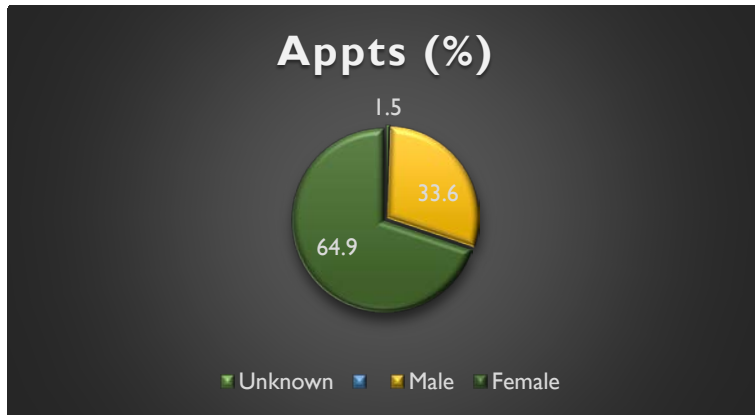
## **NARRATIVE REPORT**

### **Patient Demographics**

There were 13,362 visits to the SHC in 2019-20 (Clinic & Physical Therapy combined). This includes 12,467 visits from UWL students and 895 visits from Western Technical College students. Of these students 2,005 were seen in our Physical Therapy area.

The average number of patients seen per day per medical provider was 12.5, with a peak of 20 patients per day. The contracted Physicians Assistant staff that filled in during our provider staff absences saw a total of 518 patients. Our nurses saw a total of 1757 patients which is remarkable in addition to their other clinical duties. Providers, nurses, lab and all other ancillary services also provide patient care through follow up which also takes time and documentation. Time spent is unmeasurable, but the time spent with students we serve is priceless.

The age of our patients ranged from age 16 to 68. We continue to see more female-identified students than male-identified students. Specifically, females represented 64.9% of patients seen, while males represented 33.6% of patients seen, and 1.5 percent of patients were recorded with an unknown or unspecified gender.



### Presenting Concerns of our Patients

There are more than 10,000 diagnostic codes in our classification system and therefore, the following condensed categories were used in gathering these data. The following represents the most common reasons for visiting the SHC clinic:

1. 3407 visits were for depression/anxiety/ADHD/eating disorders/mental health
2. 2446 visits were for URI/Tonsil/Sinus/Pharyngitis respectively
3. 2010 visits for birth control/gynecology complaints/STIs/UTIs
4. 1031 visits were for dermatologic (i.e. skin-related) issues
5. 352 visits were for respiratory/pulmonary problems including pneumonia, asthma, and bronchitis

The following represents some of our most common visits types:

- 3509 primary care visits
- 1230 urgent care visits
- 908 Immunization/PPD only visits
- 398 allergy injections were administered
- 170 Lab Only visits
- 129 visits with a dedicated psychiatric provider

### Residency Program

Overseen by Dr. Kristin Swanson, the SHC continues to be a training site for medical residents from Gundersen Health System. The SHC had 6 resident physicians from Gundersen rotate through the SHC as part of their training. These residents saw 670 students in collaboration with our staff providers. Each resident completes a 2-4 week rotation.



**Physical Therapy Training Program**

The Physical Therapy unit continued to provide internship opportunities for Physical Therapy, Physical Therapist Assistant, and Fitness students. We had 5 PT and 17 Fitness interns complete clinical rotations in the SHC over the past year. We also continued to provide job shadowing opportunities for numerous UWL Fitness majors and Pre-PT students. Students enrolled in ESS 320 need to fulfill ~70 clinical hours for the course. Most pre-allied health students are required to complete observational hours prior to applying to professional programs. Clinical sites for ESS and pre-allied health students can be difficult to find due to HIPPA restrictions.

**Our additional onsite services: Laboratory, Dispensary, Radiology**

**Laboratory**

The SHC laboratory cared for 2602 patients and performed a total of 7285 laboratory tests. While our lab can collect samples for a vast number of reasons, the most common reason for utilizing our onsite lab was to test for strep throat (1174 Rapid Strep Tests were done), for immunity (284 Titers were done), and for sexually transmitted infections (1430 tests for STIs were conducted).

**Dispensary**

Top Prescriptions FY 19-20

Rank	Units	%/total	Most Common RX products by units
1	424	5.9	Sudogest
2	370	5.2	Fluconazole
3	352	4.9	Mucinex-D
4	350	4.8	Cefadroxil
5	286	4.0	Aubra EQ
6	260	3.6	Sertraline
7	234	3.3	Fluoxetine
7	234	3.3	Sulfa-Trimethoprim
9	232	3.2	Doxycycline
10	187	2.6	Metronidazole

Similarly, the SHC dispensary is stocked with many commonly prescribed medications, and the cost to our student/patients is kept very low. Over 7139 prescriptions were obtained from the dispensary this year. Contraceptives, antibiotics, and mental health prescriptions are the most commonly prescribe

## Immunizations

The Student Health Center administered 2056 immunizations this year which we consider vital components of infection prevention

This included:

- Influenza 1032
- Tetanus 106 (includes Tdap and Td)
- Typhoid 38
- Hepatitis A 18
- Hepatitis B 54
- MMR 15

## Radiology

Our Radiology unit took 514 x-rays this year; 266 Chest or Rib x-rays followed by 127 lower extremity, 73 upper extremity, 24 abdomen, 19 spines, 5 facial x-rays.

## Notes of acknowledgement

The 2019-20 academic year was a year with some significant changes and transitions for the Student Health Center. **Christal Fortun** joined our office team at the front desk. **Pamela Klinger, MA.** left the clinic and was replaced by **Cheryl Vickery, MA.** The SHC Team is also to be congratulated on a swift response and adaptation to the COVID 19 Pandemic. We continue to be dedicated to providing exemplary care in all areas during this health crisis.

